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# Annual Report 2007

Henry Whittemore Library, Framingham State University

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## Whittemore Library

### Highlights 2007-2008

In an effort to respond to the changing research needs of students and faculty and to improve services, the library staff planned and implemented the following activities during the 2007-2008 academic year:

- Updated the Library Web Page –new look, easier navigation.
- Purchased Articlelinker software to provide article level access within our subscribed databases.
- Successfully conducted LibQual survey (733 responses), reviewed results at a staff “retreat” and implemented recommended changes such as creating on-line tutorials on the “basics” of research; working with I.T. to improve the consistency of off-site access to electronic resources; initiating remote Reference services via instant messaging and Skype; training additional staff to improve the effectiveness of the inter-library loan system; improving training methods of the Library’s student assistants in response to concerns about their customer service orientation; providing more library sponsored events (ex: National Library Week included “Food for Fines Amnesty program, FSC Trivia contest, Story-time for preschoolers, and campus community READ posters); purchasing requested electronic resources (Historical NY Times, Wall Street Journal, Science Direct e-journals, Teaching Books, etc.); working with IT to install Microsoft office suite on 3 public PC’s to allow students to complete papers/projects in the Library; upgrading some furniture to create more inviting study spaces; and discussing renovation plans with college administrators and others to improve the library building and provide a more learning-centered environment for students.
- Met regularly with college administrators and architects to plan the first phase of the renovation of the Library’s main floor. The focus will be on the upgrade of the Circulation Desk, including improved wiring and lighting and the upgrade of the main floor study space, including wiring improvements and new furnishings for flexible seating configurations.
- Investigated digitizing portions of the archives collection for preservation purposes and electronic access as a potential grant opportunity.
- Submitted the Library’s Long-Range Plan to be filed with the Mass. Board of Library Commissioners in order to be eligible to apply for grant funding for projects.
- Wrote a grant proposal for upgrading the library’s Business resources to support the colleges MBA program.
- Initiated free microfilm copying to alleviate student frustration.
- Increased the number of research instructors available to teach classes by incorporating part-time contracted librarians into the instruction pool.
- Moved the Reference service desk to the foyer for greater visibility and access to assistance.
- Mounted a BLOG for staff on the library web page to share library-related updates and other information.
- Improved signage throughout the main floor.
- Worked with Dining Services to open a coffee-cart option in the lounge.

- Purchased Refworks citation management software and provided training for faculty.
- Participated in the First Year Foundations program by having a librarian on the Freshman Blackboard site and a librarian as a facilitator in the FY seminar pilot project.
- Served as embedded librarians on 6 Blackboard course sites.
- Contributed to the campus Global Warming initiative by purchasing and displaying related materials.
- Conducted a presentation for the "College Tomorrow" program for high school age students.
- Participated in the campus Luminus project and created a Library page within the portal for quick links to library services and announcements.
- Created a FSC link to Google Scholar.
- Allowed walk-in borrowing privileges to Minuteman Library Network patrons who wish to borrow materials from the main collection only. Curriculum Library materials are still restricted to inter-network loan requests.
- Implemented electronic reserves for Blackboard courses.
- Created a resource page for faculty that includes information on grants and grant writing resources (newly purchased "Papersinvited" and "Funding Opportunities"), Copyright and TEACH Act policies, and e-resource subject guides.
- Created a resource page for Alumni on borrowing privileges, Reference assistance, and Special Collections and Archives.
- Provided information and met with an outside reviewer for the Modern Language departmental review.
- Conducted "lunchables", a brown-bag lunchtime series of weekly workshops on electronic research tools and other resources for faculty, staff, and interested students.
- Collaborated with Academic Technology and Distance Education staff to organize training sessions on Copyright in January and May.
- Collaborated with Academic Technology and Distance Education staff to present a workshop on how our departments connect to provide enhanced services to on and off-campus students, including the embedded librarian program. The presentation will take place in May at the Massachusetts Library Association Conference.
- Collaborated with the Library at U. Mass. Boston by participating in the "Big Read" project funded with a grant from the National Endowment for the Arts by distributing copies of the book "To Kill a Mockingbird" and creating reading events using themes from this book. The project was central to this year's National Library Week celebration in April that included a well-attended Southern pot-luck lunch and book discussion group lead by Professor Loretta Holloway, two showings of the movie, music from the 1930's era by the Appalachian Travelers, and a slide show of images from the 1930's. In addition, an extensive display of related artifacts (donated by the Consumer Sciences faculty and library staff) and related books from the main collection and the curriculum library were complimented by the display of FSC READ posters and materials written by FSC faculty.
- Collaborated with the Archivist, the Advancement Office staff, and faculty to plan interviews of alumni for a college Oral History project during the June Reunion Weekend.